

ORIGINAL



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Trisha A. Morgan

From: Tom & Heather [REDACTED]
Sent: Monday, February 18, 2013 8:52 PM
To: Stump-Web; Pierce-Web; Burns-Web; BitterSmith-Web; RBurns-Web; Hearings Division
Subject: Far West Water & Sewer Inc., Docket WS-03478A-12-0307

Dear Commissioners:

As I may be unable to attend the Hearing in Yuma, I wanted to comment on the above applicant's request for a 188 per cent increase in sewer rates.

I feel that any utility that requires an increase of that magnitude must be grossly mismanaged. I therefore have come to the opinion that a forensic audit should be conducted on the utility & all non-arm's length entities. My reasons are as follows:

1. Most well managed corporations have a reserve fund to cover capital expenditures as any utility or other corporation will have to replace equipment and upgrade facilities. If upgrades have caused Far West such financial problems I have to assume that management has failed to anticipate the necessity for a reserve fund or the necessity for constant upgrades.
2. It would appear that no upgrades have been made to the Marwood Waste Water Treatment Plant as there is still odor emanating from the same and waste water is being pumped onto the Foothills Par 3 Golf Course in such amounts that it is ankle deep in some areas of the fairways. It also has an odor where it lays on the course.
3. Since I cannot make payment of my account on line I have to assume that no funds have been set aside by management to bring it into the 21st Century.

In closing, I consider this utility to be grossly mismanaged and instead of rectifying the problems caused by the management or changing the directors and managers it would appear management would rather hold their customers (who do not have the option to go elsewhere) hostage. This utility should, in my opinion, be placed into bankruptcy or conservatorship.

Yours truly,

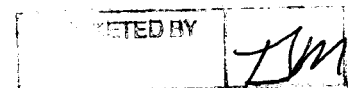
Heather A. Stillwell

Sent from my iPad

Arizona Corporation Commission

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